



MILWAUKEE COUNTY  
**DEPARTMENT OF  
HEALTH & HUMAN  
SERVICES**  
*Together, creating healthy communities.*

## **AGING & DISABILITIES SERVICES**

Empowering safe, healthy and meaningful lives by connecting older adults and individuals with disabilities to resources that promote independence and inclusion, giving them choices for living in and giving to our community.

### **Adult Protective Services, Phone 414-289-6874**

Serves Milwaukee County residents ages 18 through the end of lifespan with differing abilities and/or advanced age that have been impacted by abuse, neglect, self-neglect, and financial exploitation. Electronic referral form: [county.milwaukee.gov/apsrefer](https://county.milwaukee.gov/apsrefer)

### **Ageing & Disability Resource Center (ADRC) Phone 414-289-6874 or email: [adrc@milwaukeecountywi.gov](mailto:adrc@milwaukeecountywi.gov)**

Information and assistance on a broad range of programs and services for older adults and adults with disabilities to meet their needs and help them remain independent. Core services of the ADRC include: Information & Assistance, Benefits Specialists, Options Counseling, Youth Transition, Prevention, and Wellness. Staff assist individuals to plan for short-term and long-term needs, access community services and resources, and learn about programs and benefits available.

### **Area Agency on Aging Unit, Phone 414-289-6874**

The Area Agency on Aging provides funding to home and community-based services and programs that meet the needs of older adults and allow them to remain engaged and living independently in the community. These contracted services include: Senior Centers, Senior Dining, Meals on Wheels, Transportation, Evidence-Based Prevention Programs, Caregiver Support, Neighborhood Services, Elder Benefits Specialists, and more.

### **Burial Assistance Program, Phone 414-289-6714**

Milwaukee County provides financial assistance for a burial or cremation of a Milwaukee County resident, who does not have any assets to cover funeral expenses and who does not qualify for the State of [Wisconsin Funeral and Cemetery Aids Program](#).

### **Dementia Care Specialists, Phone 414-289-6259 or email: [dcs@milwaukeecountywi.gov](mailto:dcs@milwaukeecountywi.gov)**

Dementia Care Specialist are available to individuals and their caregivers. They are knowledgeable about the resources available to help keep older adults living independently in their community. Services include family consultation, care planning, memory screens, and more.



### **Growth Opportunity (GO Pass), Phone 414-289-5800**

Individuals with a disability, or over the age of 65, may qualify for significantly discounted fares on MCTS busses. For residents over 65: Must be receiving Medicaid or FoodShare benefits. For residents under 65: Must be receiving Social Security income through SSI or SSDI, or have a Veterans Disability designation; and be receiving Medicaid benefits including traditional Medicaid, EBD Medicaid, long-term care through Medicaid, or participate in a Medicare Savings program.

### **Interim Disability Assistance Program (IDAP), Phone 414-289-6714**

Community Advocates works with individuals who are eligible for [Milwaukee County's Interim Disability Assistance Program \(IDAP\)](#), which provides a monthly payment to financially needy residents 18 and older and married couples without children who are unable to work due to a disability and have a high probability of receiving federal Supplemental Security Income (SSI).

### **Office for Persons with Disabilities (OPD), Phone 414-278-3932**

OPD provides services that make Milwaukee County programs, services and facilities accessible to people with disabilities. In addition, the Office for Persons with Disabilities provides funding for accessible recreational opportunities which include adult recreational programs as well as youth summer camp programs.

## **BEHAVIORAL HEALTH SERVICES**

### **24- Hour Crisis Line: 414-257-7222**

**Crisis services** for individuals experiencing a potential crisis, such as racing thoughts, hearing voices, thoughts of harming self or others. Individuals can be connected to a mobile team or crisis help locations by calling the Crisis Line.

### **Adult Services, Phone 414-257-8085**

Services for adults ages 18 and up needing help with non-crisis behavioral health or substance abuse treatment.

## **CHILDREN, YOUTH & FAMILY SERVICES**

### **Children's Services: Resource and Referral Lines: 414-289-6799 or 414-257-7607**

Screeners will work with the family to determine if the youth meet the enrollment criteria for the following programs: Wraparound REACH, CORE, Comprehensive Community Services (CCS) Youth Connect (YC), FISS, or offer resources for support and services within the community.

**Children's Community Mental Health Services & Wraparound Milwaukee** offers an array of programming and services for youth between the ages of 5 and 23, who are in need of support with behavioral or mental



MILWAUKEE COUNTY  
**DEPARTMENT OF  
HEALTH & HUMAN  
SERVICES**

*Together, creating healthy communities.*

health needs. To make a referral, please have the caregiver/legal guardian contact the Resource and Referral Line at 414- 257-7607. Programming is voluntary and assessments are done at no-cost to the family. Youth must be Medicaid eligible.

**Children's Long Term Support Waiver Program** is Wisconsin's Home and Community-Based Medicaid Waiver program that provides Medicaid funding available to support children and youth who live at home or in the community and have substantial limitations in multiple daily activities as a result of one or more of the following with intellectual/Developmental Disabilities, Physical Disabilities, and Mental Health Disabilities. Primary values of this program support individual choice; enhancing relationships; building accessible, flexible service systems; achieving optimum physical and mental health for the participant; and promoting presence, participation, optimal social functioning, and inclusion in the community.

**Children's Community Options Program** is to provide a coordinated approach to supporting families who have a child with disability. CCOP maximizes the family's capacity, resiliency, and unique abilities to better support, nurture, and promote self-determination, independence and inclusion in the community. CCOP is funded with the Wisconsin's General Purpose Revenue and can be used in conjunction with CLTS Waiver as the funding of last resort.

**Birth to 3** The Wisconsin Birth to 3 Program is committed to serving children under the age of 3 with developmental delays and disabilities and their families. Birth to 3 program takes the value of the family's primary relationship with their child and work in partnership with the family. Birth to 3 program is developed to enhance the child's development and support the family's knowledge, skills and abilities as they interact with and raise their child.

**Youth & Family Services 24-Hr Detention Line: Phone 414-257-7731 or administrative contact: 414-257-7721** Broad spectrum of programs and services for youth before, during and after involvement in the justice system.

### **HOUSING SERVICES**

#### **Eviction Prevention/Rent Assistance, Phone (414) 270-4646**

The program is developed in partnership with Community Advocates. Individuals and families who are facing eviction or who are behind on rent and meet eligibility criteria may apply for funds to pay rental arrearages, utilities, and future rent. Go to [RenterHelp.org](https://www.renterhelp.org) for online application.

#### **Supportive Housing Program: Phone 414-278-4894**

Transitional and permanent supportive housing options for individuals experiencing homelessness and primarily for individuals with a disabling condition, mental health needs or substance abuse needs.

*Updated 7.26.2022*



MILWAUKEE COUNTY  
**DEPARTMENT OF  
HEALTH & HUMAN  
SERVICES**

*Together, creating healthy communities.*

Referrals to some programs must be submitted through Milwaukee Continuum of Care Coordinated Entry Process. Call 211.

**Home Repair Program: Phone 414-278-4917 or email: [homerepair@milwaukeecountywi.gov](mailto:homerepair@milwaukeecountywi.gov)**

Below-market rate loans to eligible property owners in participating municipalities in Milwaukee County. Due to restrictions on these funds, the program does not service the City of Milwaukee, City of West Allis, or the Village of River Hills, but does serve the remaining communities of Milwaukee County. Common items repaired through Milwaukee County Home Repair include hot water heaters, furnaces, sewer laterals, roofs, siding, trim, windows, porches, foundations, plumbing and electrical. Grant funds are available for persons with disabilities needing home modifications for accessibility, such as ramps, lifts, and bathroom modifications.

**Housing Choice Voucher Program (Section 8): Phone 414-278-4894**

Milwaukee County is not accepting Section 8 applications at this time. Section 8 is funded by the US Department of Housing and Urban Development (HUD). This program is designed to help low-income families and individuals with rent assistance for decent, safe, and sanitary housing, provided by private owners and rental agents.

**ENERGY ASSISTANCE**

**Phone: 414-270-4MKE (4653)**

**To schedule an appointment, call 211 or visit: [www.keepwarmmke.org](http://www.keepwarmmke.org)**

The Energy Assistance Program provides qualified Milwaukee County residents with a one-time, annual payment toward heating and electric bills. The funding pays a portion of energy costs determined by household size, income, and energy costs. The benefit is usually paid directly to the energy supplier. Individuals who qualify for Energy Assistance, may also be eligible for Emergency Crisis Assistance, crisis Prevention Assistance, Heating System Repair/Replacement, Fuel or Weatherization Program. For more information, visit [www.KeepWarmMKE.org](http://www.KeepWarmMKE.org)

**VETERANS' SERVICES**

**Phone: 414-266-1234**

Covering a broad spectrum of services, from loans to death benefits, education and retraining grants, assistance in obtaining military records, Veteran's Services enables veterans to navigate the system of forms and directions, from application to qualification. The goal of the division is to serve all veterans and their families with dignity and compassion by providing prompt and courteous assistance in the preparation and submission of claims for benefits for which they may be eligible and to serve as their principal advocate on veteran's-related issues.